



कृषि वैज्ञानिक चयन मंडल
AGRICULTURAL SCIENTISTS RECRUITMENT BOARD
भारतीय कृषि अनुसंधान परिषद्
(INDIAN COUNCIL OF AGRICULTURAL RESEARCH)
कृषि अनुसंधान भवन-1, पूसा, नई दिल्ली-110 012
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F.No. 3(6)/2017-G.A

Dated 17th January, 2019

E-Procurement Tender Notice

Agricultural Scientists Recruitment Board (ASRB) invites online bids for operating and managing Data Centre, Agricultural Scientists Recruitment Board (ASRB), New Delhi and Disaster Recovery Centre, at Indian Agricultural Research Institute, New Delhi for a period of 03 years.

1. Details of Tender Deposits:-

Cost of Tender Form	: ₹ 2000/- (Rupees Two Thousand Only)
Earnest Money Deposit	: ₹ 1,50,000/- (Rupees One Lakh Fifty Thousand Only)

The Tender Documents Contains The Following:-

Tender Bid	Page No.19
Financial Bid	Page No.20
Bid Evaluation	Page No.22 to 25
Bidding Forms	Page No.37 to 51

2. Tender Schedule :-

Tender id	
Tender No.	F.No. 3(6)/2017-G.A.
Date of release of Tender through e-procurement	17/01/19 At 3:00 pm
Pre Bid Meeting Date/Time/Venue	24/01/19 (Thursday)/1500 hours/Room No.101.G.A Section, ASRB, Krishi Anusandhan Bhavan-1, New Delhi-12.
Last date & time for submission of bid	11/02/19 (Monday) at 1500 hours
Date & Time for opening of technical Bid	12/02/19 (Tuesday) at 1600 hours
Date & Time for opening of financial bid	Will be intimated after scrutiny of Technical bid
Address fir Communication	Room No.101, Section Officer (GA), ASRB, Krishi Anusandhan Bhavan-I, Pusa New Delhi-110012

On-line bids are invited under two-bid system through e-procurement system from registered/well-established/reputed firms, hereinafter call "the Supplier" for operating and managing the Data Centre, Agricultural Scientists Recruitment Board (ASRB), New Delhi & Disaster Recovery Centre, at Indian Agricultural Research Institute, New Delhi-110012 for a period of 03 years. **The instructions for uploading the tender/bid/quotation may be obtained from the website of CPP Portal i.e. <http://eprocure.gov.in>.**

Tender form, terms & conditions and draft agreement can be downloaded free of cost from the website <http://eprocure.gov.in> and www.asrb.org.in upto 1300 hours of 11.02.2019. On-line bids complete in all respects should be submitted through CPP portal <https://eprocure.gov.in/eprocure/app> only on or before the last date and time i.e. 11.02.2019 at 1500 hours. The documents which are required for evaluation of technical bid shall be uploaded on the CPP portal. The original Demand Draft or Banker/s Cheque must be deposited in the Board in General Administration Section, Room No.101, ASRB, KAB –I Building, Pusa, New Delhi before the closing day and time of the tender.

In case, holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. The Board reserves the right to accept or reject any or all the tenders without assigning any reason.

Please note that only online bids will be accepted. However, a hard copy of the documents uploaded by the firm may also be deposited with this office before the date of opening of technical bid.


(Ajay Gautam)

Under Secretary, ASRB

REQUEST FOR PROPOSALS (RFP)
FOR
OPERATING AND MANAGING DATA CENTRE,
AGRICULTURAL SCIENTISTS RECRUITMENT
BOARD (ASRB), NEW DELHI AND DISASTER
RECOVERY CENTRE, AT INDIAN AGRICULTURAL
RESEARCH INSTITUTE, NEW DELHI)

Owner:

Agricultural Scientists Recruitment Board (ASRB)

KAB-I, Pusa, New Delhi -110012, India

Tel: 91-11-25843854

Fax: 91-11-25843907

E-mail: asrb.online@gmail.com

Web site: www.asrb.org.in

CONTENTS

<u>1</u>	<u>BID DATA SHEET</u>	5
<u>2</u>	<u>ASRB-BACKGROUND</u>	6
2.1	INTRODUCTION	6
2.2	ORGANIZATION STRUCTURE	6
<u>3</u>	<u>OVERVIEW OF THE EXISTING ONLINE FACILITY</u>	7
3.1	PRESENT SCENARIO OF ONLINE DATA CENTRE AND DISASTER RECOVERY CENTRE (AT IARI, NEW DELHI) OF ASRB	7
3.2	NEED FOR THIS TENDER	9
3.3	SCOPE OF WORK / SERVICES	9
<u>4</u>	<u>LOCATIONS DETAILS OF 23 ONLINE EXAMINATION FACILITY</u>	11
<u>5</u>	<u>LOCATION WISE DETAILS OF EQUIPMENTS</u>	13
5.1	DATA CENTRE, ASRB, NEW DELHI	13
5.2	DISASTER RECOVERY CENTRE, IARI,NEW DELHI	13
5.3	SOFTWARE LICENCES DETAILS	14
<u>6</u>	<u>INSTRUCTION TO BIDDERS AND OTHER GENERAL TERMS & CONDITIONS OF THE TENDER</u>	15
6.1	PRE-QUALIFICATION CRITERIA FOR BIDDERS	15
6.2	CONFLICT OF INTEREST	16
6.3	OTHER GENERAL TERMS & CONDITIONS	16
<u>7</u>	<u>PREPARATION OF BID</u>	18
7.1	GOVERNING LANGUAGE	18
7.2	PREPARATION OF BID	18
7.2.1	PART A:EARNEST MONEY DEPOSIT(EMD) AND LETTER OF AUTHORIZATION	18
7.2.2	PART B:PRE-QUALIFICATION BID	19
7.2.3	PART C: TECHNICAL BID	19
7.2.4	PART D:FINANCIAL BID	20
7.3	SUBMISSION OF BIDS	21
<u>8</u>	<u>BID EVALUATION</u>	22
8.1	STAGE ONE: EMD AND LETTER OF AUTHORIZATION	22
8.2	STAGE TWO: PRE-QUALIFICATION BID EVALUATION	22
8.3	STAGE THREE: TECHNICAL BID EVALUATION	22
8.3.1	SCHEME FOR TECHNICAL EVALUATION	22
8.4	STAGE FOUR: FINANCIAL BID EVALUATION	24
8.4.1	COMBINED FINAL EVALUATION	25
8.5	AWARD OF CONTRACT	25
8.5.1	AWARD CRITERIA	25
8.5.2	NOTIFICATION AND ACCEPTANCE OF AWARD	26
8.5.3	FURNISHING PERFORMANCE SECURITY AND SIGNING OF CONTRACT	26
8.6	PREPARATION OF CRISIS MANAGEMENT PLAN(CMP)	26
8.7	EXIT PLAN	27

8.8	PAYMENT TERMS	27
<u>9</u>	<u>CONTRACT FORMS</u>	28
9.1	PERFORMANCE BANK GUARNATEE (PBG)	28
<u>10</u>	<u>PERFORMANCE LEVELS AND PENALTY PROVISIONS</u>	30
10.1	PURPOSE	30
10.2	DESCRIPTION OF SERVICE PROVIDED	30
10.3	DURATION	30
10.4	REQUIRED SERVICE WINDOW	30
10.5	PERFORMANCE PARAMETERS	31
10.5.1	SECURITY SERVICES	32
10.5.2	MANPOWER AVAILABILITY FOR HANDHOLDING AND SUPPORT	32
10.5.3	BACKUP	33
10.5.4	INCIDENT MANAGEMENT	33
10.6	REPORTING	34
10.6.1	FAULT BOOKING AND ESCALATION PROCEDURE	35
10.7	PENALTIES	36
10.8	MONITORING AND AUDITING	36
10.9	SETTLEMENT OF DISPUTES	36
<u>11</u>	<u>BIDDING FORMS</u>	37
11.1	DECLARATION BY TENDERER	37
11.2	PRE-BID QUERIES	38
11.3	PART A: EARNEST MONEY DEPOSIT (EMD)	39
11.4	LETTER OF AUTHORIZATION	41
11.5	PART B: PRE-QUALIFICATION BID	42
11.6	PART C: TECHNICAL BID	44
11.7	PART D: FINANCIAL BID	46
11.8	PROJECT EXPERIENCE	47
11.9	THE TEAM PERSONNEL	48
11.10	FORMAT OF CURRICULUM VITAE	49
11.11	DECLARATION OF NO CONFLICT OF INTEREST	50
11.12	FORMAT FOR BANK GUARANTEE	51

Abbreviations and Acronyms

ARS	Agricultural Research Services
ATS	Advanced Technical Support
ASRB	Agricultural Scientists Recruitment Board
CBT	Computer Based Test
DC	Data Centre
DR	Disaster Recovery
EMS	Enterprise Management System
EOI	Expression of Interest
HIPS	Host Intrusion Prevention System
IARI	Indian Agricultural Research Institute
ICAR	Indian Council of Agricultural Research
ICT	Information and Communications Technology
ISP	Internet Service Provider
IT	Information Technology
LAN	Local Area Network
Mbps	Megabits Per Second
MIS	Management Information System
NET	National Eligibility Test
NIPS	Network Intrusion Prevention System
NOEC	National Online Examination Center
Prelim	Preliminary
QP	Question Paper
RFP	Request for Proposal
SAN	Storage Area Network
UPS	Uninterruptible Power Supply

1 BID DATA SHEET

1.	RFP No.	F. NO. 3 (6) / 2017 - GA
2.	Project	Operating and Managing of Data Centre at ASRB, New Delhi and Disaster Recovery Centre in IARI, New Delhi.
3.	Contact Person	(i) Sh. Ajay Gautam, Dy. CoE (ii) Dr. Suresh Pal, Chief Technical Officer
4.	Bid Copies to be submitted	Online/Hard Copies/E- tendering
5.	Bidding Process	4 parts (EMD, Pre-Qualification, Technical Bid and Financial Bid)
6.	Website for RFP download and any other related information	www.asrb.org.in
7.	Portal for Online Submission	www.eprocure.gov.in
8.	Date and Time for pre bid meeting	24 th January, 2019 (No queries shall be entertained after pre-bid meeting) ASRB office, KRISHI ANUSANDHAAN BHAWAN-I,PUSA, NEW DELHI - 110012
9.	Last Date and Time for Submission of Bids	11 th February, 2019, by 3.00 pm
10.	Date and Time of Opening of EMD and Technical Bids	12 th February, 2019, by 4.00 pm
11.	Validity of Bid	The Bid shall be valid for a period of 120 days from the last date of submission
12.	Non-refundable Bidding Fee (INR)	Rs. 2,000 (Two Thousand only) in the form of Demand Draft in favour of Secretary, ASRB payable at New Delhi.
13.	Earnest Money Deposit	Rs. 1,50,000 (Rs. One lacs fifty thousand only)
14.	Bid Security – EMD (INR)	10% of contract Award amount in the form of Bank Guarantee in the prescribed format to be submitted in the manner prescribed herein.
15.	Selection Method	As per Clause 8.1 to 8.4.1
16.	Duration of contract	03 years from the date of award

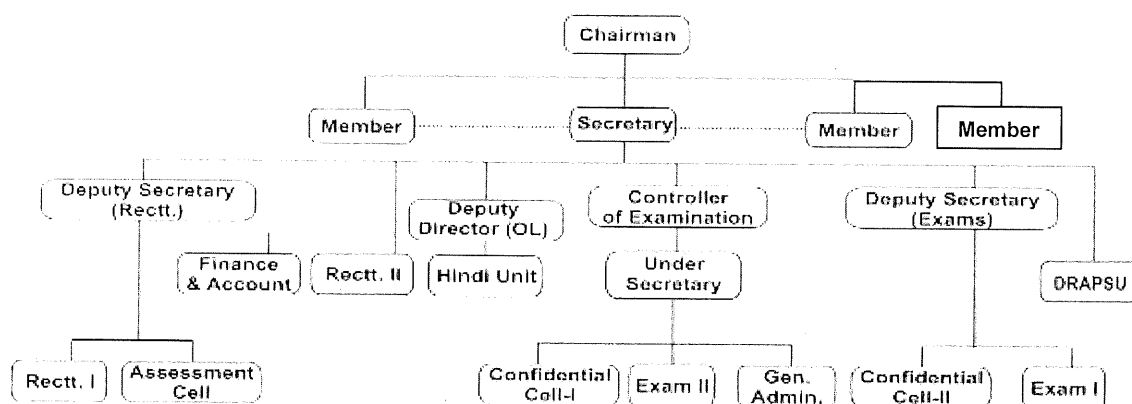
2 ASRB – Background

2.1 Introduction

The Agricultural Scientists Recruitment Board (ASRB) was established on 1 November 1973. ASRB is an independent recruitment agency attached with Department of Agricultural Research and Education (DARE), Ministry of Agriculture, Government of India. The ASRB has its office at KAB-I, Pusa, New Delhi.

Agricultural Scientists Recruitment Board (ASRB) is a premier recruitment agency for recruitment to scientific and other posts in the Agricultural Research Service (ARS) of the ICAR and to such other posts and services that the Hon'ble Union Minister of Agriculture and Farmers Welfare, may specify from time to time.

2.2 Organization Structure



3 OVERVIEW OF THE EXISTING ONLINE FACILITY

3.1 Present Scenario of Online Data Centre and Disaster Recovery Centre (at IARI, New Delhi) of ASRB

ASRB has established its own Online Data Centre, at KAB-I, Pusa, New Delhi and Disaster Recovery Centre at IARI, New Delhi in 2014.

ASRB is presently conducting National Eligibility Test (NET), being eligibility condition for recruitment of Assistant Professor/Lecturer in State Agricultural Universities (SAUs) as well as Central Agricultural Universities (CAUs), twice in a year, and ARS preliminary examination (alongwith one of NET Exams) followed by ARS main examination once a year for recruitment of scientists in ICAR. Both NET and ARS (Preliminary) exams are being conducted in 56 disciplines of Agricultural & Allied sciences (57 since 2018). ASRB has taken a lead in transforming from pen and paper mode examination to computer based test for NET and ARS (Preliminary) examinations, with the objectives of efficiency, accuracy, fairness and to improve the overall quality of examination system.

Software modules have been developed/ customized as per the requirement of ASRB for submission of online applications, payment of fees, generating and downloading admit cards, test administration, result declaration for NET & ARS examinations. The entire examination system has been audited by the third party auditors to ensure the quality and security of the system. The nodal officers and technical staff of the examination centers have been trained on the process of online examination through appropriate training programs. The first complete online examination was conducted successfully for NET-2014(I). A total of 18245 candidates applied online for the NET-2014(1), out of which 14178 (77.7%) candidates actually appeared. In NET 2014(II), 28436 candidates applied.

This examination was the first complete transformation from on-site pen-paper mode examination to online examination. Thereafter, NET Exams were held in 2015 (32393 candidates applied), 2016 (28558 candidates applied) and the latest in December 2018, when 41778 candidates applied. The national facility created under the project for conducting online examinations has been tested successfully by conducting these online examinations. It was also used by ASRB for conduct of Assistant Grade (preliminary) Exam for 70645 registered candidates, out of which 24468 actually appeared. The Operation, maintenance and conduct of the examination was being done by the agency which established this facility. 66000 candidates have registered for the NET(I)-2018/ARS(P) Examination 2017 held during 6-10 April, 2018.

Consequent upon completion of the agreement with the concerned agency, ASRB now intend to appoint an agency which may, inter alia, provide the following service to ASRB:

- i) To maintain hardware as well as software of the Data Centre (DC) established in ASRB at Krishi Anusandhan Bhawan – I (KAB-I), PUSA, New Delhi, the Disaster Recovery centre at IARI, Pusa Campus, just 200 mtrs from KAB-I, Pusa, New Delhi
- ii) To provide requisite software, with full security as well as Technical personnel support for maintaining the DC & DR at ASRB and IARI respectively.

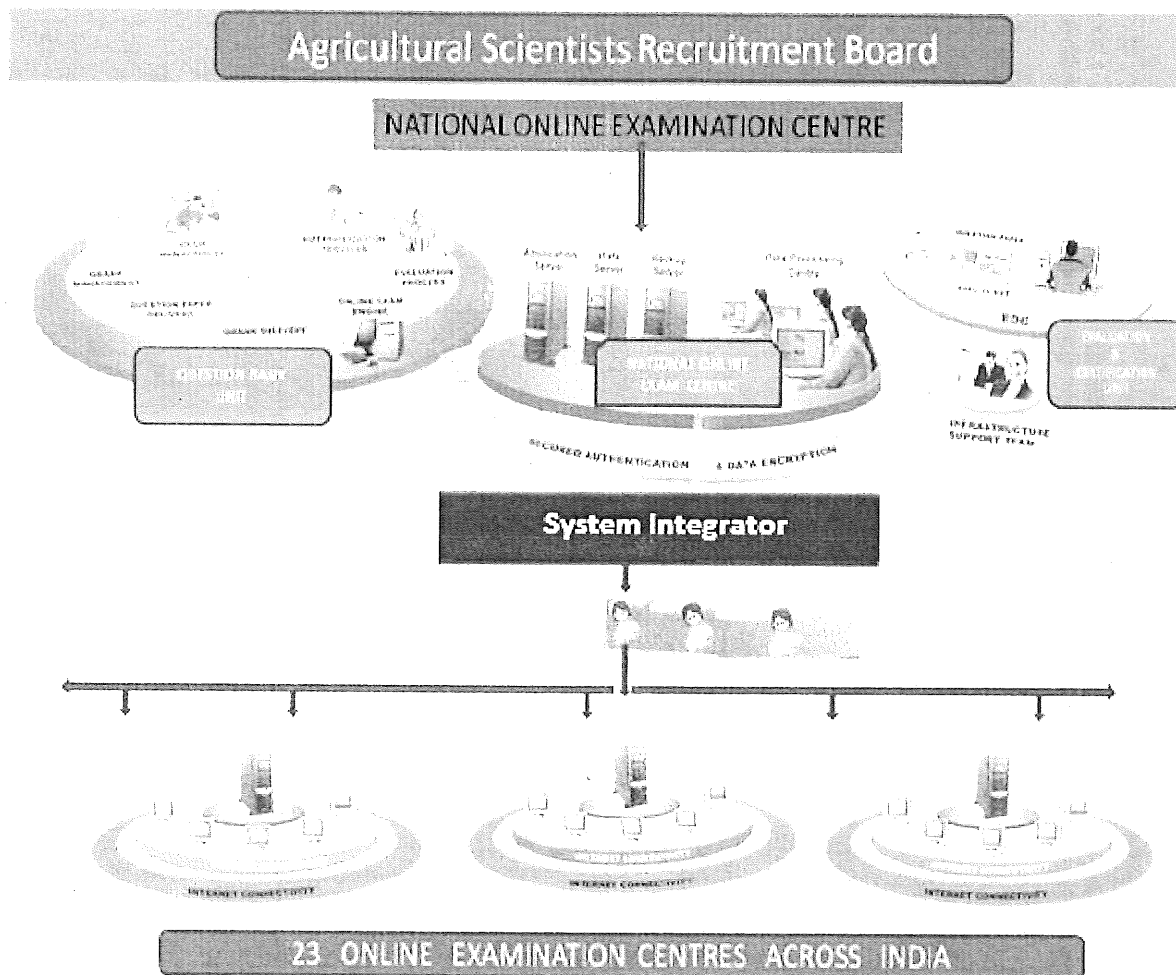
The DC is well equipped with state of the all hardware and software, including a number of servers, SAN storage, tape library, latest application and system software to control the activities of online examination. A dedicated Internet leased line (1:1) of 4 Mbps for Internet connectivity is provided in DC to connect with examination centers. The Data Center is fully secured through Internet Firewall (Checkpoint) and Network Intrusion Prevention System (Radware) appliances deployed in the Data Center Network, and also with Host Intrusion Prevention System (Trend Micro) software deployed on all Servers. The DR site has been created in the IARI campus and is well equipped with necessary equipment. The DC and DR sites have been connected through a dedicated wireless link of 10 Mbps for data backup. The service provider agency shall also provide Security and Internet support for these.

The examination centers are connected with DC through high speed broadband connectivity through BSNL/MTNL network, except at DMAPR, Anand where the connectivity has been provided through a private ISP due to non-availability of the BSNL network. The application software modules for online registration of applications, payment of examination fees through integrated online payment gateway, allocation of examination centers/slots, generating and downloading of admit cards, and declaration of results have been developed and customized as per the needs of ASRB. Test administration software, has also been customized for NET/ARS examinations. These applications software modules have been developed using ASP.NET and VB.NET on the framework 4.0 - Visual studio 2010. Databases have been designed and developed using SQL server – 2012.

The entire system was audited for:

1. Asset and Acceptance audit of hardware;
2. Application Software Audit;
3. Information System Security Audit.

The management structure and functioning of online examination network system consisting of NOEC and 23 examination centers is depicted through the following diagram:



3.2 Need for this tender

These facilities are presently used by ASRB for 20-30 days in a year. ASRB would like to optimally use the facilities round the year, though it has no intention to commercialize the same. As mentioned above, the facility was primarily created for the conduct of online examinations for NET/ARS (Preliminary) Examination at ASRB HQ and 23 examination centers but it may also be used for conducting any other computer based test by ASRB/ICAR or any other sister Govt. agencies. This RFP is a step in that direction to select a Service provider who can operate and manage the aforesaid DC and DR site to provide services in conducting the various examinations of the ASRB.

3.3 Scope of work/services

The Agricultural Scientists Recruitment Board (ASRB), therefore, plan to appoint an Agency for operation and maintenance of the Data Center & Disaster recovery center, hardware for the conduct of examinations by using facility established under its National Online Examination Centre (NOEC) as per following;

Maintenance & Operation of ASRB Data Center (NOEC) established at ASRB Headquarters, New Delhi and Disaster Recovery Center established at IARI, New Delhi.

- Maintaining all hardware and software including internet installed at NOEC and DR site at Krishi Anusandhan Bhawan – I, New Delhi and IARI, Pusa, New Delhi-110012. Details of the hardware/software etc at different locations are given under para 5.

Maintenance will be all inclusive, including replacement of spare parts, etc from OEMs, consumables, repairs, servicing etc. required to keep the equipment/peripherals in fully functional mode all the time

- Bidder is responsible for Data Centre – Data Recovery (DC-DR) connectivity, its security and Internet support.
- To address all security issues- Providing security software and securing the NOEC and network systems for a highly secured and sanitized system for the entire process. Providing firewall, anti-hacking and antivirus, anti-adware, anti-Trojans and Malware software. List of software licenses is given under para 5.3 of this tender document. The cost of updating the software licenses or procurement of new licenses, shall be borne by the ASRB. However, agency will help ASRB in procuring such licenses.
- Selected Bidder should establish a technical helpdesk at data Center on all working days from 09:00 a.m. – 06:00 p.m. on all working days and for 24 hrs on all days when Exam is scheduled.
- All the licenses will be procured in the name of the ASRB.
- All the licenses shall be owned by ASRB even after the contract period.
- Warranty on all software for entire contract period.
- Provide a database backup and recovery plan that will be tested for adequacy
- All software products must be with Advanced Technical Support (ATS) for entire period of contract during which all upgrades, updates and patches of offered software should be provided without any extra cost to ASRB.
- Availability of one qualified person (Hardware) to manage the helpdesk & day to day affairs of DC & DR at NOEC throughout the year.

4 LOCATIONS OF 23 ONLINE EXAMINATION FACILITY

S.No	Center Name	Center Address
1	Anand	Directorate of Medicinal and Aromatic Plants Research, Boriavi, Anand - 387310(Gujarat)(http://www.dmapr.org.in)
2	Bangalore	National Institute of Animal Nutrition & Physiology, Hosur Road, Aduodi, Bengaluru- 560030 (Karnataka)(http://www.nianp.res.in)
3	Barapani	ICAR Research Complex for NEH Region, Umroi Road, Umiam, Barapani - 793103 (Meghalaya)(http://www.icarneh.ernet.in)
4	Bareilly	Indian Veterinary Research Institute, Izatnagar, Bareilly-243122 (Uttar Pradesh)(http://www.ivri.nic.in)
5	Barrackpore	Central Inland Fisheries Research Institute, Barrackpore, Kolkata - 700120 (West Bengal)(http://www.cifri.ernet.in)
6	Bhopal	Central Institute of Agricultural Engineering, Nabi Bagh, Berasia, Road, Bhopal - 462038 (Madhya Pradesh)(http://www.ciae.nic.in)
7	Bhubaneswar	Central Institute of Freshwater Aquaculture, Kausalyaganga, Bhubaneswar-751002 (Odisha)(http://www.cifa.in)
8	Chennai	Madras Veterinary College, TANUVAS, Vepary, Chennai - 600007(Tamil Nadu)(http://www.tanuvass.tn.nic.in)
9	Cochin	Central Marine Fisheries Research Institute, PB No. 1603, Marine Drive North Extension, Ernakulam North, Cochin-682018 (Kerala)(http://www.cmfri.org.in)
10	Dehradun	Central Soil & Water Conservation Research & Training Institute, 218, Kaulagarh Road, Dehradun - 248195 (Uttarakhand)(http://www.cswcrtiweb.org)
11	Delhi	Indian Agricultural Research Institute, LBS Building, Pusa, New Delhi - 110012 (http://www.iari.res.in)
12	Hyderabad	National Academy of Agricultural Research Management, Rajendra nagar, Hyderabad - 500030 (http://www.naarm.org.in)
13	Jammu	Faculty of Veterinary Sciences & Animal Husbandry, SKUAST-J, R.S. Pura, Jammu - 181102 (Jammu &Kashmir)(http://www.skuast.org)
14	Jodhpur	Central Arid Zone Research Institute, Near Shastri Circle, Jodhpur – 342003 (Rajasthan)(http://www.cazri.res.in)
15	Karnal	National Dairy Research Institute, Karnal - 132001 (Haryana)(http://www.ndri.res.in)
16	Lucknow	Indian Institute of Sugarcane Research, Raebareli Road, P.O-Dilkusha, Lucknow - 226002 (Uttar Pradesh)(http://www.iisr.nic.in)
17	Ludhiana	Central Institute of Post Harvest Engineering Technology, Behind Radhaswami Satsang Dera, Humbran Road, P.A.U. Campus, Ludhiana-141004 (Punjab)(http://www.ciphet.in)

18	Mumbai	Central Institute of Fisheries Education, CIFE Old Campus, Fisheries University Road, Opp. V.W.A High School, Seven Bungalows, Versova, Andheri (West), Mumbai – 400061 (Maharashtra) (http://www.cife.edu.in)
19	Nagpur	Central Institute for Cotton Research (Panjari Farm), Near HP bottling plant & Sun n Sand HOTEL, Wardha Road (On Wardha Road), Nagpur - 441108 (Maharashtra) (http://www.cicr.org.in)
20	Patna	ICAR Research Complex for Eastern Region, ICAR Parisar, P.O. B.V.C. Campus, Patna - 800014 (Bihar) (http://www.icarrcer.res.in)
21	Port Blair	Central Island Agricultural Research Institute, P.B. No. 181, Port Blair-744101 (Andaman & Nicobar Islands) (http://cari.res.in)
22	Shimla	Central Potato Research Institute, Shimla – 171001 (Himachal Pradesh) (http://cpri.ernet.in)
23	Srinagar	Central Institute of Temperate Horticulture, Old Airport Road, Rangreth, Srinagar-190007 (Jammu & Kashmir) (http://164.164.128.130)



Distribution of examination centers across the country

5 Location wise Detail of Equipments

NB: The bidder/service provider is required to maintain the hardware/equipment/ software etc given under para 5.1 & 5.2 already available at Data Centre, ASRB & Disaster Recovery Center, at IARI, New Delhi

5.1 Data Centre, ASRB, New Delhi

S.No.	Items	QTY	Make	Model
1	Servers – LDAP	1	HP	BL460c Gen8 Server
2	Servers – Application	2	HP	BL460c Gen8 Server
3	Servers – Web Layer	2	HP	BL460c Gen8 Server
4	Servers – Database	2	HP	BL460c Gen8 Server
5	Back-up Servers – Database	2	HP	BL460c Gen8 Server
6	Storage	1	HP	P6350 EVA Storage
7	Servers EMS	2	HP	BL460c Gen8 Server
8	Tape Library	1	HP	MSL4048 2 LTO-5 3000 FC Tape Lbry
9	Backup Software	1	HP	Data Protector
10	Router	2	HP	MSR30-40 Router
11	Layer-3 Core Switch	2	HP	5500-24G EI Switch
12	Layer-2 Switch	4	HP	2530-24G Switch
13	UPS (10 KVA)	2	Delta	J10Kva 3:1

Additional Items				
1	Blade chassis	1	HP	BladeSystem c7000
2	8/24 FC SAN Switch	2	HP	8/24 SAN SW
3	FCIP router	1	HP	HP

5.2 Disaster Recovery Center, IARI, New Delhi

S.No.	Items	QTY	Make	Model
1	Servers – Database	2	HP	BL460c Gen8 Server
2	Storage	1	HP	P6350 EVA Storage
3	Backup Software	1	HP	Data Protector
4	Tape Library	1	HP	MSL4048 2 LTO-5 3000 FC Tape Lbry
5	Router	1	HP	MSR30-40
6	Layer-3 Core Switch	1	HP	5500-24G

7	Layer-2 Switch	1	HP	2530-24G Switch
8	UPS (10 KVA)	1	Delta	J10Kva 3:1

Additional Items				
1	Blade chassis	1	HP	Blade System c7000
2	8/24 FC SAN Switch	2	HP	8/24 SAN SW
3	FCIP router(optional)	1	HP	HP

5.3 Software Licenses

S. No.	Software	Quantity
1	Windows Server 2012 Standard	11
2	SQL Server 2012 Enterprise Core 2012 Sngl	4
3	MS Windows Server External Connector 2012 Sngl open 1 License Level C	2
4	Quick Tech Server Edition 2018	11
5	HP performance Advisor p6300/EVA 4400 / EVA 4K SW LTU	1
6	HP Intelligent Inft Analyzer SW LTU	2
7	HP P6300 Business copy SW LTU	1
8	HP P6300 Continuous Access SW LTU	1
9	HP Storage Works B-Series Full Fab SW LTU	2
10	HP MPX200 FULL CHASSIS FCIP License	1
11	HP P6300 Command View SW Stk LTU	1

NB: Equipments/ hardware may be inspected by the prospective bidders at the respective locations during 18th January, 2019 to 23rd January, 2019 during 10 AM to 4 PM on any working day. If any further clarifications are required the same may be placed on record in the format 11.2 for consideration in the pre-bid meeting. The cost of updating the software licenses or procurement of new licenses, shall be borne by the ASRB. However, agency will help ASRB in procuring such licenses.

No queries will be entertained after pre-bid meeting.

6 Instruction to Bidders and other General terms & condition of the tender:

ASRB invites bids from companies engaged in system integration for "Operation and Maintenance of ASRB's Data Centre at KAB-I, Pusa New Delhi and Disaster Recovery Centre at IARI, New Delhi of ASRB HQ. New Delhi as per details given under para 5.

Interested bidders may download the RFP document from the websites www.asrb.gov.in or www.eprocure.gov.in. The bidder must pay a non-refundable bidding fee of Rs. 2,000/- (Rupees Two Thousand only) and furnish an Earnest Money Deposit of Rs. 1,50,000/- (Rupees One lakhs fifty thousand only) in the manner prescribed in **Section 7.2.1**.

6.1 Pre-qualification Criteria for Bidders

The bidders must possess the requisite experience and capabilities to provide the services necessary to meet the requirements as described in this RFP document. The bidders must also possess the technical and the financial capabilities that would be required to successfully provide the implementation and support services sought by ASRB for the entire period of the Contract.

Detailed Pre-Qualification criteria are given below:

S.No.	Pre-Qualification Criteria	Documents Required
1.	The Bidder must be a company registered in India under the Companies Act, and must have been in existence for at least 10 years.	Copy of Certificate of Incorporation issued by Registrar of Companies.
2.	a) The Bidder must have positive net worth continuously for the last three financial years ending 31 st March 2018. b) The Bidder must have an average annual turnover of at least INR 1 Crore (Rs. One crore) during last three financial years ending 31 st March, 2018 from system hardware maintenance.	Duly audited Annual Reports for last three years.
3.	The Bidder must be ISO 9001:2015, and ISO 27001:2013 and a third party Cert-in certified in the field relevant to the scope of work under this tender.	Copies of the Certificates
4.	The Bidder must have an office in the National Capital Region (NCR).	Relevant document
5.	Bidder should be an established company, should have successfully <u>executed two assignments of similar nature</u> during the last five financial years of maintaining the Data Centre/Disaster Recovery Centre.	Work Orders, Client certificates (Completion Letter / Satisfactory/Performance Letter)

S.No.	Pre-Qualification Criteria	Documents Required
6.	The Bidder must have on its roll at least 30 technically qualified professionals in Networking System, System Integration, Project Management Professionals, O&M professionals and prior experience in maintaining the Data Centre/Disaster Recovery Centre for Online Cum Computer Based Test (CBT) Examinations, hardware maintenance and System Integration.	Self-Declaration
7.	The bidder should not be blacklisted by any government organization or public sector undertaking as on the date of bid submission.	Affidavit to be submitted
8.	The bidder should have valid EPFO/ESIC number, PAN, Service Tax and Sales tax / VAT registration/GST registration.	Copies of Certificates issued by concerned authorities

The bids must be complete in all respect and should cover the entire scope of work as stipulated in this RFP document.

6.2 Conflict of Interest

- i) ASRB requires that Bidders at all times hold ASRB's interests paramount, strictly avoiding conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work. Bidders will be required to submit an undertaking to this effect as per format 11.11
- ii) Any attempt by the bidder to influence the result of tender in any form will be treated as a matter of serious consequence and the bidder will be liable for all civil and criminal consequences of such an attempt.

6.3: Other General Terms & Conditions:

- i) Canvassing in any form for getting award of the tender is strictly prohibited. If any bidder resort to any tactics to influence the tender process or lobby for extension of timelines or change in the eligibility/selection criterion for vested reasons by misrepresentation of facts, bid of such a bidder shall be forthwith rejected. Board may forfeit the EMD of such a bidder and also debar him from bidding for the tender.
- ii) The Secretary, ASRB reserves right to reject any or all bids without assigning reasons therefore. The decision of the Secretary, ASRB shall be final and bidding in this regard.

- iii) ASRB reserve its right to discontinue the contract at any time, if the services are found unsatisfactory, by giving a show-cause notice followed by notice of one month for termination and may award the contract to any other agency at the risk and cost of holder of the agreement. Any expenditure incurred on account of this arrangement shall be recovered from the security deposit (BG) or pending bills or by raising a separate claim from the defaulter.
- iv) The tendering agency shall be liable for depositing all taxes, levies, etc. on account of service provided by it to the Board to the concerned tax authorities from time to time as per applicable rules and regulations.
- v) Any loss, theft or damage to the life and / or property of the employees of the ASRB/ ICAR and/or property of the ASRB/ICAR shall be compensated by the contractor/agency if the cause of such loss, theft, damage etc. is on account of default, negligence and /or lapse of the personnel deployed by the contractor/agency.
- vi) The performance security shall be valid till all contractual obligations are fulfilled by the contractor. The same shall stand forfeited in case of cancellation of the contract and for any breach of terms & conditions of the contract or for any deficiency in the performance noticed during the currency of the contract.
- vii) The contract shall include compulsory periodic preventive maintenance (PM) exercise (on fixed technical parameters) to be carried out by the vendor for upkeep of IT equipment, software and security systems, on quarterly basis. The vender would also have to submit reports of the same to ASRB
- vii) The contractor shall be responsible for all injuries and accidents to person deployed by the contracting agency for the work in the Board, including compliance with the labour laws and other applicable laws.

7 Preparation of Bid

7.1 Governing Language

The Bid Documents and all correspondence and documents relating to the Bid between the Bidder and ASRB, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate and authenticated translation of the relevant content in English, in which case, for purposes of interpretation of the Bid, such translation shall prevail.

7.2 Preparation of Bid

The Bid is required to be submitted in four parts as follows:

- Part A: EMD and Letter of Authorization
- Part B: Prequalification Bid
- Part C: Technical Bid
- Part D: Commercial Bid

7.2.1 Part A: Earnest Money Deposit (EMD) and Letter of Authorization

The bidders are required to submit bidding fee and EMD as mentioned below:

- Non-refundable bidding fee of Rs. 2000/- (Rupees Two Thousand only) in the form of Demand Draft drawn on a Scheduled Bank in favour of Secretary, ASRB and payable at New Delhi.
- An **Earnest Money Deposit (EMD) of Rs.1,50,000/- (Rupees one Lacs Fifty thousand only)** in the form of Demand Draft drawn on a Scheduled Bank in favour of Secretary, ASRB and payable at New Delhi or a Bank Guarantee from a Nationalized/Scheduled Bank in favour of "Secretary, ASRB".

NB: "Micro and Small Enterprises (MSEs) shall be allowed concessions as notified in the procurement policy of the Govt. of India provided such SMEs provide proof of their being registered as SMEs (indicating the terminal validity date of their registration) for the tendered items i.e. Operation and Maintenance of Data Centre / Online Examination facility."

Bidding Fee and Earnest Money Deposit (EMD) along with covering letter as per format under Section 11.3, on bidder's letter head must be sealed in an envelope and dropped in the Tender Box kept at the ASRB office, before last date and time of bid submission.

Following documents are required to be uploaded online as Part A of the bid:

- Scanned copy of Authorization on company's letterhead issued by a Director or Company Secretary of the bidding company in favour of the authorized signatory to submit bid to ASRB in response to this RFP and sign all documents and other correspondence. The authorization letter to include designation and stamp of the issuing authority, in the format prescribed in this under Section **11.4**.
- Scanned copy of demand draft toward bidding fee

- Scanned copy of demand draft/bank guarantee towards EMD

The documents must be submitted online on CPP Portal only in the prescribed format given in the RFP. A hard copy should be submitted to ASRB alongwith Bid security before the last date and time of bid submission.

Bids for which Bidding Fee and EMD are not received as per the prescribed procedure shall be liable to be rejected as non-responsive.

- The details of bidding fees and EMD entered during the bid submission, and those available in scanned copies, should tally with the bidding fees DD and EMD sent physically. Otherwise, the bid may be rejected.
- The EMD of the unsuccessful bidders would be returned within one month of signing of the Contract with the successful bidder. No interest is payable on EMD amount for the time it remain with ASRB.
- EMD of the successful Bidder will be released only after the Bidder signs the Contract with ASRB and submit performance Bank Guarantee (PBG) in the format prescribed in this RFP under Section 11.12.
- The EMD shall be forfeited by ASRB, in the following events:
 - (i) Bidder withdraws its bid during the validity period specified in RFP or any extension thereof agreed by the bidder.
 - (ii) Bidder does not respond to requests for clarification of its bid.
 - (iii) Bidder fails to provide required information during the evaluation process.
 - (iv) In case of a successful Bidder, the said Bidder fails to sign the Contract; or furnish Performance Bank Guarantee in time.
 - (v) If a bidder submits the bidding fee and EMD in ASRB office but fails to submit the complete bid on CPP portal or submit only part of the bid, the EMD of such a tenderer shall also be forfeited and such a bidder may be disqualified for successive bids of the Board.

7.2.2 Part B: Pre-Qualification Bid

Part B of the bid shall be submitted as per Section 11.5 in this RFP and will be accompanied by the enclosures as prescribed in **Section 6.1** of this RFP document. The required documents should be submitted online in the prescribed format given in the RFP. A hard copy should be submitted to ASRB alongwith Bid security.

7.2.3 Part C: Technical Bid

Part C of the bid shall be submitted as per Section 11.6 of this RFP.

The Bidder is required to submit softcopies of the following details in the Technical Bid:

S. No.	Document	Description
1.	Bidder's Background	Bidders must furnish details about the company, its constitution, presence in India, areas of business operations, major projects handled, suitability to undertake ASRB's present work etc.
2.	Turnover from IT Implementation Operations	Bidder must furnish a certificate from practicing Chartered Accountant confirming turnover from IT Implementation operations of latest three years

S. No.	Document	Description
		ending 31 st March 2018.
3.	Details of experience along with citations and client certificates.	Bidders are required to furnish client certificates, citations towards proof of capability / experience towards initiatives of similar nature to this RFP. The bidder is required to use Section 11.8 for furnishing details of each work, subject to a maximum of 5.
4.	Bidder's understanding of ASRB's requirements	Bidders are required to clearly articulate their understanding of ASRB's requirements in detail.
5.	Security Architecture	Bidders to indicate how security against internal and external threats will be implemented.
6.	Exit Plan	The detailed exit plan must be submitted, clearly indicating responsibilities of the bidder and ASRB, if any. The exit plan must conform to the scope of work given in this RFP.
7.	Proposed team structure and size	Bidders must provide structure and size of the teams proposed to be deployed detailing the roles and responsibilities of the team members in 11.9 .
8.	Resume of key employees proposed to be deployed in the project	The resume of key employees to be deployed in maintenance of DC + DR is to be provided as per Section 11.10
9.	Declaration of no conflict of interest	Bidders must declare that they have no conflict of interest with ASRB as prescribed in Section 11.11 .

Bidders may note that any information submitted, other than Annual Reports, in the Pre-Qualification Bid will not be used for evaluating Technical Bids. In case a bidder wants some of the information furnished in the Pre-Qualification Bid to be also used for evaluating Technical Bid, a copy of such information should be included in Technical Bid under appropriate heading/serial number.

The above documents should be submitted online in the prescribed format given in the RFP. For further details, please also see **11.6**. A hard copy should also be submitted to ASRB while depositing / submitting bid security.

7.2.4 Part D: Financial Bid

Part D of the bid shall be submitted as per the enclosed Section **11.7** and must include a detailed break-up of prices as per FORMAT.

- Prices shall be quoted as under Maintenance and Operation of ASRB Data Center, Disaster Recovery Center at Delhi for Three Years- Lump sum amount

7.3 Submission of Bids

- Bids against this RFP shall be received in soft copy through E-tendering process at **CPP Portal**. A hard copy of the documents submitted in support of technical eligibility is also required to be submitted to ASRB while depositing / submission of Bid security.
- Bidding Fees and Earnest Money Deposit (EMD), as described in **Sections 7.2.1**, must reach ASRB before last date and time of bid submission.
- The bidders are required to upload softcopies of the four parts of the bid viz. Part A, Part B, Part C and Part D as detailed in **Sections 7.2.1, 7.2.2, 7.2.3 and 7.2.4** and also to provide hardcopies at ASRB reception, except copy of Commercial/Financial bid.

The intending bidders should submit the Online bids on CPP portal to avoid last minute rush and resultant request for extension in time in case of failure to submit the bid due to technical issues. No extension on basis of such issues will be given by the Board.

8 Bid Evaluation

Bid evaluation will consist of four stages:

8.1 Stage One: EMD and Letter of Authorization

Part A of the bids will be examined for receipt of Bidding Fee, EMD and Letter of Authorization.

8.2 Stage Two: Pre-qualification Bid Evaluation

- If the requirements of Stage One of evaluation are fulfilled, then Stage Two of the evaluation will be taken up.
- Eligibility of the bidders will be checked vis-à-vis the pre-qualification criteria laid down in **Section 6.1** of this RFP document, based on the information provided in Part B of the bid.
- It shall be the bidders' responsibility to ensure that adequate documentary proof is provided in the bid towards each of the pre-qualification criteria mentioned in **Section 6.1**.
- ASRB may seek any clarifications or additional documents as considered necessary.
- In case the requirements of Stage One and Stage Two of evaluation are fulfilled, then Stage Three of the evaluation will be taken up.
- The Technical evaluation will be carried out on the basis of information provided and documents submitted in the technical bid.
- ASRB may seek any clarifications or additional documents as considered necessary.

8.3 Stage Three: Technical Bid Evaluation

- Technical evaluation will be carried out as per the criteria mentioned in **Section 8.3.1(A), 8.3.1(B) and 8.3.1(C)**
- It shall be the bidder's responsibility to ensure that adequate documentary proof is provided in the bid for each of the technical evaluation criteria mentioned in **Section 8.3.1(A), 8.3.1(B) and 8.3.1(C)**
- Bids with insufficient information may not be awarded any marks for that criterion, or may be considered non responsive and liable to rejection.
- The bids must be in conformance to all the requirements of this RFP and bidders must unconditionally accept all terms and conditions of the RFP.

8.3.1 Scheme for Technical Evaluation

A	Implementation Experience with similar scope of work during the last five years ended 31/03/2018(Maximum 20 marks	20
i)	Value of all similar job projects of hardware maintenance implemented during last five years ended 31/03/2018 (subject to	20

		maximum of 20 marks)	
		For <u>each project</u> with value more than INR 25 lac but less than 50 lacs	2
		For <u>each project</u> with value INR 50-75 lacs	4
		For <u>each project</u> with value more than 75 lacs and less than 1 Cr.	6
		For <u>each project</u> with value above INR 1 Cr. and above	8
B	ORGANISATION DETAILS comprising of B(i) and B(ii) (Maximum 10 marks)		10
i)	Total number of years of existence in system hardware implementation and maintenance (IT implementation business-) Copy of work order must be attached to support the claim		4
		• 3 to 5 years – 1 mark	1
		• 05 years to less than 08 years - 2 mark	2
		• 08 years to less than 10 years - 3 mark	3
		• 10 years and above	4
ii)	Average Annual turnover from system hardware maintenance as well as conduct of Online Examination (IT Implementation Operations) in India during last three financial years ended 31/03/2018		6
		• INR upto two Crore	5
		• INR two Crores and above	6
C	Curriculum Vitae (for 5 human resources to be deployed for longest period during implementation) (Maximum 10 marks) comprising parts of C(i) & C(ii)		10
i)	Qualification (For each resource subject to maximum of 5 resources)		5
		Post Graduate (M. Tech/MBA or equivalent): 1 Mark	
		Graduate (BE/B. Tech and equivalent): 0.5 Mark	
ii)	Experience (For each resource considered under 5.1 subject to maximum of 5 resources)		5
		2 years to less than 4 years: 0.25 Mark	
		4years to less than 5 years: 0.50 Mark	
		5years to less than 8 years: 0.80 Mark	
		8 years or more: 1 Mark	
TOTAL = 40 marks			

Following shall be kept in view while evaluating the Technical Bid:

8.3.1. A. Experience

The total number of projects to be considered for evaluation under this criterion shall not exceed 10 and the date of completion of project should lie between

01.04.2012 to 31.03.2018. Bidder should include such projects which involved similar nature of work as of this RFP, have high project value. Marks shall be awarded only for projects of similar nature as per this RFP. **A project will be treated to be of similar nature if it includes and operation and maintenance (O&M) of Data Centre and disaster recovery centre (DC+DR) of IT infrastructure.** Only those projects will be considered as eligible, for which the orders were placed on companies/organizations registered in India.

8.3.1. B. Organization Details

(i) Bidder will be awarded marks on the basis of number of years of their existence in the IT implementation business.

(ii) Bidder will be awarded marks on the basis of their average turnover from IT Implementation operations during the latest available three years ending 31st March, 2018. In case the published annual reports do not explicitly indicate the turnover of "IT Implementation" segment, the annual report should be accompanied by a certificate from practicing Chartered Accountant confirming turnover from IT Implementation operations.

8.3.1. C. Curriculum Vitae

i) Bidder will be awarded marks on the basis of the Qualification of the five resources to be deployed for the longest period during Maintenance and Operation of ASRB online system). The core team of 05 resources/persons must include at least one team leader, one security expert and one Hardware maintenance engineer.

ii) Bidder will be awarded marks on the basis of the experience of the five resources to be deployed for the longest period during project Maintenance and Operation). Sum of scores for individual CVs (up to a maximum of five) will be the final score for this criterion. The core Team of 05 must include at least one team leader, one security expert and one hardware maintenance engineer.

8.4 Stage Four: Financial Bid Evaluation

Following evaluation method may be used for Commercial / Financial Proposals. Those bidders who will get >70% marks in technical evaluation criteria, will qualify for financial bid.

Out of the above qualified Technical Bids with Total Technical Score above 28 (out of 40), the bidder with lowest qualifying financial bid (L-1) will be awarded 100% Financial score (amongst the bidders which did not get disqualified on the basis of the below note).

Financial Scores for other than L-1 bidders will be evaluated using the following formula:

Total Financial Score of a Bidder = (Financial Bid of L-1/Financial Bid of the Bidder) * 100. This Total Financial Score for each qualified vendor will further be further used to calculate the Total Final Score as described in the Combined Final Evaluation sub-section below.

Note: Financial Bids that are less than 30% of the median-price will be disqualified. Where a median price will be calculated as follows :-

- a) If even number of bids are received, then the median will be found by taking the average of two middle most numbers, when the bids are arranged in order from least to the greatest.
- b) If odd number of bids are received then the median will be the middle most number, when the bids are arranged in order from least to the greatest.

8.4.1. Combined Final Evaluation

Combined final evaluation as under, will be used to obtain Total Final Score and to select and declare the winner.

With the above obtained Total Technical Score, and Total Financial Score, the Total Final Score will be calculated as per the formula below:

Total Final Score = Total Technical Score * 0.7 + Total Financial Score *0.3.

The Bidder with the Highest Total Final Score would be the Winner.

Note : If there is a tie, then the bidder with the Highest Total Technical Score would be the Winner.

ASRB will correct arithmetical error during evaluation of Financial Bid on the following basis :

- II. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the in unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of ASRB there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
- III. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- IV. If there is a discrepancy between words and figures the amount in words shall prevail. However, where the amount expressed in words does not represent arithmetically correct total, the amount in figures shall prevails subject to (i) and (ii) above.
- V. Except as provided in sub-clauses (i) to (ii) herein above, ASRB shall reject the Financial Bid if the same contains any other computational or arithmetic discrepancy or error.

If the Bidder who submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited.

8.5 Award of Contract

8.5.1 Notification and Acceptance of Award

ASRB, prior to the expiration of the period of bid validity, shall issue Letter of Intent (LOI) to the successful bidder to notify it of acceptance of Bid. The Bidder shall send acknowledgment and acceptance of LOI within 7 days.

Until a formal Contract is prepared and executed, the notification and acceptance of Award shall constitute a binding Contract between ASRB and the successful bidder.

8.5.2 Furnishing Performance Security and Signing of Contract

The successful bidder shall, within fifteen (15) days of the issue of LOI, provide an irrevocable Performance Bank Guarantee (PBG) equivalent to 10 percent of the Contract Price in favour of 'Secretary, Agricultural Scientists Recruitment Board' in the format prescribed in this RFP as **Section 9.1** from a Nationalized/Scheduled Bank valid till the expiry of the Contract.

Failure of the successful Bidder to submit the Performance Security (PBG) within the permitted time period shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD. In that event, ASRB may either award the work to the next higher Bidder(s) or call for new bids.

After the Performance Security is received by ASRB, it will enter into a formal Contract with the successful bidder detailing obligations of both the parties.

The selected bidder may be required to provide additional PBG at the time of payments at different stages, as may be mentioned in payment terms. These guarantees shall remain valid till expiry of 3 months from the date of completion of the contract.

8.6 Preparation of Crisis Management Plan (CMP)

The Selected Bidder is required to prepare a crisis management plan and periodically review along with designated ASRB team at mutually agreed intervals and update the document, if required.

The Selected Bidder shall provide a plan for handling crisis situations like DC disruption/ failure, DC service provider business disruption, Bandwidth service provider business disruption, server/software disruption at DC+DR site, natural disaster etc. and update the same periodically.

8.7 Exit Plan

The Exit Plan should cover, among others, the following:

- All documents which will be needed to be executed to effectively transfer the ownership and title, including OEM warranties (AMC/ATS) in respect of all equipment/software etc.
- All related documentation and other configurable items etc., if any, in the possession of the Selected Bidder;
- List of all IT Assets, passwords, etc. at all locations;
- Plans for handing over management of DC, Applications and other resources to ASRB or agency nominated by ASRB.
- Strategy for continuity of services in the event of an occurrence like DC service provider going out of business or is bought out etc.

ASRB will review the Exit plan periodically at mutually agreed intervals.

In the event of termination or expiry of the Contract, both Selected Bidder and ASRB shall comply with the provisions of Exit Plan.

During the exit management period, the Selected Bidder shall use its best efforts to continue delivery of all regular services. In addition, the Selected Bidder shall ensure the following:

- Three months of support to replacing Service Provider and/or ASRB after termination or expiry of the Contract.
- Complete handover of the processes, products, software, licenses, source codes, reports, documents, manuals, data, web content and other Intellectual Property Rights to the replacing Service Provider and/or ASRB.
- Complete handover of all hardware components installed at ASRB locations and Data Centre in fully functional state along with AMCs / warranties for the unexpired term of the Contract.
- Certificate of Acceptance from authorized representative of replacing Service Provider / ASRB issued to the Selected Bidder on successful completion of handover and knowledge transfer.

8.8 Payment terms

Payment to the selected agency for providing the requisite satisfactory services will be made on quarterly basis, after the work is performed within 30 days from the date of invoice. Advance payment may be made in accordance with provisions of Rule 172(1) of the GFRs, 2017.

9 Contract Forms

9.1 Performance Bank Guarantee (PBG)

(To be executed on a non-judicial stamped paper of the appropriate value)

Address

Dear Sir,

1. Against Contract _____ entered into between Agricultural Scientists Recruitment Board (herein under referred to as ASRB) and M/s _____ having its registered office at _____ (herein under referred to as the XXXX), this is to certify that at the request of the XXXX, We _____ (Bank) a body corporate constituted under _____ having its Head Office at _____ and having a Branch Office amongst other places at _____ (herein under called the Bank) expressly, unconditionally and irrevocably undertake and guarantee to pay to ASRB immediately on receipt of the first written demand received by us on or before _____, an amount of Rs. _____ (Rupees _____ only) without any protest or demur or reference to the XXXX against any losses or damage caused to or suffered, if the XXXX fails to perform all or any of the obligations under the Contract. The decision of ASRB duly communicated in writing received by us on or before _____ that the XXXX have failed to perform all or any of the obligations under the contract shall not be questioned and shall be final and conclusive evidence of the amount due and payable by the Bank under this Guarantee. The said amount of Rs. _____ will accordingly forthwith be paid without any conditions or requirements of our proof whatsoever, failing which interest @ 15% per annum on monthly rest basis shall be payable by the bank to ASRB.
2. It is fully understood that this guarantee is effective for the period up to _____ and that we the Bank undertake not to revoke this guarantee during its currency without the consent in writing of ASRB. We, the Bank further agree that ASRB shall have the fullest liberty, without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or/extend time of performance for the XXXX from time to time or to postpone for any time or from time to time any of the powers exercisable by ASRB against the said XXXX and/or forbear to enforce any of the terms and conditions related to the said Contract and we the Bank shall not be released from our liabilities under this guarantee by reasons of any such variations or extensions being granted to the said XXXX or for any forbearance and/or commission on the part of ASRB or any indulgence by ASRB to the XXXX or by any other matter or thing whatsoever which under the law relating to the sureties would, but for this provision have the effect of so releasing us from our liability under this performance guarantee.

3. We, the Bank agree that the guarantee herein contained shall not be affected by any change in the constitution of the Bank, XXXX or ASRB for any reason whatsoever.
4. The guarantee will be governed by Indian Laws and will be subject to jurisdiction of competent courts in New Delhi, India alone.

Notwithstanding anything mentioned herein before, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only) plus Interest @ 15% p.a. for the delayed period and it will remain in force up to _____. Unless a claim under the guarantee is filed on us on or before _____, all your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all the liabilities there under whether or not the original guarantee is returned to us.

The confirmation of this bank guarantee is available with our controlling office.

Notwithstanding anything contained herein above:

1. Our liability under the guarantee shall not exceed Rs. _____ (Rupees _____ only) plus Interest @ 15%.
The Bank Guarantee shall be valid up to _____.
2. We are liable to pay the guarantee only if you serve upon us a written claim/ demand (which should be received by us) on or before _____ 1400 hours (IST) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

Seal of the Bank

Authorized Signatory

10 Performance Levels and Penalty Provisions

10.1 Purpose

This Section defines the levels of service to be provided by Selected Bidder to ASRB for the duration of this contract. For this purpose, a number of parameters have been set along with desired performance levels and penalties that would be levied in case of non-achievement of desired performance levels.

10.2 Description of Service Provided

The Selected Bidder will provide maintenance and operation support as per details given the **Scope of Work**. To ensure adherence to the above, performance levels have been defined for the service window mentioned in **Section 10.4**.

10.3 Duration

This Performance Levels and Penalty Provisions would be valid for the entire Contract Period. The Performance Levels and Penalty Provisions may be reviewed and revised according to the need of ASRB.

10.4 Required Service Window

The timings during which the Performance Levels and Penalty Provisions will be applicable are given in the table below:

S. No.	Performance Parameters	Prime Hours
1.	Security Applications	24 X 365 days
2.	One manpower Availability for Onsite Support at Data Centre	9:30am to 5:30pm (Monday to Friday) throughout the year and 24 hrs round the clock during Exam days and one week prior to start of exam
3.	Backup	24 X 365 days
4.	Incident Management	24 X 365 days

In addition to the above, the service window shall include 20 Sundays per annum as may be decided by ASRB and informed to the Selected Bidder one day in advance. Also, the selected bidder shall provide manpower for onsite helpdesk for extended period beyond service window as and when essential.

Uptime within the specified service window shall be calculated on monthly basis as under

$$\frac{(\text{POT} - \text{PMT} - \text{DT})}{(\text{POT} - \text{PMT})} \times 100$$

- POT is Total Time
- PMT is Scheduled Downtime.

- DT is Down Time of the equipment / services.

"Scheduled Downtime" means the aggregate number of hours in any month during which each service is down due to preventive maintenance, scheduled maintenance, or any other situation which is not attributable to Selected Bidder (including their suppliers, subcontractors, service providers, etc.). The scheduled downtime may be for the following activities:

S. No.	Planned / Scheduled Downtime
1	Software or application upgrade
2	Software patching/software updates to fix a software fault
3	Patch installation requiring a reboot
4	Emergency software bug fixing, maintenance, hardware repair or replacement
5	Operating system upgrade
6	Software maintenance
7	Fixing an error in application database or an error in a recent application database change
8	Replace or upgrade hardware
9	System configuration changes that only take effect upon a reboot
10	Fixing an error or omission in a configuration database or omission in a recent configuration database change

Any scheduled downtime will be undertaken with prior approval and consent of ASRB and shall not overrun into prime hours. The scheduled downtime would be added to the downtime if it runs into prime hours. Any outage of system which is not scheduled and approved by ASRB will be considered as downtime.

Planned downtime for the preventive maintenance (as part of scheduled downtime) shall not exceed 04 hours in a month.

The communications for scheduled time shall be sent to ASRB at least 48 hours in advance except in emergency cases where a shorter notice may be given.

Services relating to security and backup outside business hours may be provided remotely.

10.5 Performance Parameters

Performance Levels have been defined for the following:

- Security Services
- Manpower Availability for Support
- Backup
- Incident Management & Helpdesk Services

10.5.1 Security Services

Security threatening incidents will include but will not be limited to the following:

- **Virus Attack:** This shall include malicious code infection on any of the servers or computers within the ASRB network (including all locations of ASRB and Data Centre) Disaster Recovery Centre or unchecked virus infected mails passing through the other applications.
- **Denial of Service Attack:** This shall include non-availability of service (Any one or more applications).
- **Intrusion:** Unauthorized access to ASRB information system, resulting in loss of confidentiality/integrity/availability of data or web content or data theft or data damage.

All security threatening incidents, whether or not leading to disruption in services, would attract penalty as given below:

Virus Attacks beyond 3 in a month	Rs 10,000 for each incident
Denial of Service Attack	Rs 10,000 for each incident
Intrusion	Rs 50,000 for each incident
Others	As per severity

The selected bidder shall prepare security policies in consultation with ASRB to restrict malicious websites and internet access to users. The selected bidder shall provide enterprise grade antivirus application capable of managing desktop clients and safeguarding systems from any virus infected external media.

10.5.2 Manpower Availability for Handholding and Support

The Selected Bidder shall ensure availability of manpower as indicated in the Bid or otherwise agreed with ASRB. Non-availability of manpower will lead to penalties as per scales given below:

The weighted average of the different penalty levels of various locations shall then be worked out.

10.5.3 Backup

The Selected Bidder will ensure the regular backup of the running applications. Non-availability of backup will lead to penalties as per the scale given below:

	Availability	Penalty Level
Backup of all applications to be taken daily as per schedule for the active site.	Less than 100%	6

The backups shall be scheduled to ensure that the data should be restorable to a state within the past 12 hours. Archival and retention policies shall be finalized in consultation with ASRB at the time of implementation before UAT. The selected bidder shall also provision safety vault services for offsite storage of the cartridges; an electronic notification (email and SMS) should be sent to authorize ASRB official for all access events.

The selected bidder shall provide 18 Media Cartridge and 2 Cleaning cartridges along with Tape Library. Apart from the 10 media cartridges, ASRB shall procure media cartridges as and when required.

10.5.4 Incident Management

All service requests to helpdesk will be classified and assigned a Severity Level. Severity Levels are set at 1, 2, 3, 4 or 5 depending on the nature of the problem. The criteria for classification into Severity Levels will be mutually agreed upon between the Selected Bidder and ASRB and may be jointly revised if situation so warrants. The basis for classification into these levels is indicated below:

Severity Level 1: A problem affecting production service for large number of users (e.g. – network problems, server problems, network printer problems, virus problems on servers, etc.) or involving business critical applications or services.

Severity Level 2: A problem that has a significant impact on one or more users (e.g. – problem in logging on to network, virus problem, on desktops / laptops, workgroup application outage, time critical single user problem or request, database replication failure, printing problem, etc.)

Severity Level 3: Non-critical single user impact. (e.g. - restricted functionality, usage inquiry, installation, routine request for LAN administration, change in configuration, etc.)

Severity Level 4: Information, Training, Minor Errors

Severity Level 5: Enhancement Requests

MTTA: Mean time to attend. This parameter would refer to the mean time from logging of the service request to response by the helpdesk.

MTTR: Mean time to repair/resolve. This parameter would refer to the mean time from logging of the service request to its successful resolution and closure.

	MTTA	MTTR	MTTA	MTTR	MTTA
Service requests related to hardware and software components	5 mins.	1 hr.	15 mins.	2 hrs.	1 hr.
Penalty Level in case of breach of MTTA or MTTR	4		3		2

Severity Level 4: Request for Information, Training, Minor errors resolutions	24Hrs.	3days	4
Severity Level 5: Enhancement Requests	24Hrs.	1week	4

In addition to the above, penalty levels 5 and 6 will be applicable in case the following helpdesk response levels are breached for more than 10% and 20% of the logged incidents/queries respectively, in any single ASRB location.

	Severity Levels 1, 2 & 3	Severity Levels 4 & 5
Time to attend	4 Hrs.	48 Hrs.
Time to resolve	72 Hrs.	2 Weeks

The weighted average of the different penalty levels of various locations shall then be worked out.

The Selected Bidder shall notify ASRB about the problem resolution within 30 minutes of final resolution of the problem.

10.6 Reporting

The Performance Levels shall be monitored and reported on a weekly as well as monthly basis.

The Selected Bidder shall submit following reports, along with all supporting information and or performance measurement tools, for various performance levels:

- Number and Percentages of service targets met
- Number and severity of service breaches
- Number of services with timely reports and current services reviews
- Improvements in user satisfaction (Quarterly)

The Selected Bidder will make available monthly performance reports in an agreed upon format by the 5th day of subsequent month. No payments shall be made to the Selected Bidder unless the reports are submitted to ASRB.

10.6.1 Fault Booking and Escalation Procedure

10.6.1.1 Vender's M/s _____ shall provide web-based complaint booking mechanism. It shall be possible to generate a unique Docket Number against the complaint/fault booked. The Complaint/Fault shall be considered to be acknowledged once unique Docket Number is allotted by this system.

10.6.1.2 ASRB representative from Data Networks/Nodes can also book the complaint with the respective TSE through Telephone/FAX/Email/Mobile on 24*7 basis. M/s _____ (vendor's Name) shall ensure that these calls are fully responded by the engineer in charge and their other representatives and the Docket number is allotted.

10.6.1.3 ASRB/ Data Center nodal persons shall maintain a separate log book for faults reported to (vendor's Name) M/s _____ under this AMC. The log book shall contain the following details for each fault reported.

B) Fault Details:

1. Date/Time of fault reporting _____
2. Docket No. as given by (vendor name) _____
3. Fault & its details as per observation
4. Name of contact person of (vendor name) M/s..... to whom fault is reported
5. Date/Time of fault being rectified with brief description how problem was resolved
6. Remarks

Signature of ASRB representative

C) Fault Response Details

1. Response Date/Time
2. Docket No allotted to ASRB representative
3. Nature of fault reported
4. Name of Engineer attending fault
5. Date/Time of fault being rectified with brief description of how problem was resolved
6. Remarks

Signature of vendor's representative

10.6.1.4 A report containing above details of faults reported/rectified will be prepared by M/s _____ (Vendor's Name) and submitted to Data Networks, ASRB at the end of each month during AMC period.

10.7 Penalties

Penalties will be imposed for not meeting performance levels in respect of each parameter as indicated below:

1	0.5 % of the contract price
2	1 % of the contract price
3	2 % of the contract price
4	3 % of the contract price
5	5 % of the contract price
6	10 % of the contract price

In respect of performance parameters "Security Services", the penalties are indicated in **Section 10.5.3** itself.

10.8 Monitoring and Auditing

- ASRB will review the performance of Selected Bidder against the Performance Levels each month, or at any periodicity decided by ASRB. The review / audit report will form basis of any action relating to imposing penalty or breach of the Contract. Any such review / audit can be scheduled or unscheduled. The results will be shared with the Selected Bidder as soon as possible.
- ASRB reserves the right to appoint a third-party auditor to validate the Performance Levels.

10.9 Settlement of disputes

- Any dispute arising out of this tender or its implementation shall be under jurisdiction of Courts at Delhi.
- Any dispute between the parties shall be resolved by Arbitration of a sole Arbitrator to be appointed by the Chairman, ASRB. The proceedings shall be governed by the provisions of Arbitration and Conciliation Act, 1996 as amended from time to time.

11 Bidding Forms

11.1 Declaration by Tenderer

The Tenderer (Hereinafter referred to as Tenderer) being desirous of tendering for the work, under this tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc. as mentioned in the tender document do hereby declare that:

1. The Tenderer is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document and accepts all risks, responsibilities and obligations directly or indirectly connected with the performance of the tender.
2. The Tenderer is fully aware of all the relevant information for proper execution of the proposed work, with respect to the proposed place of works/ site, its local environment, approach road and connectivity etc. and is well acquainted with actual and other prevailing working conditions, availability of required materials and labour etc. at site.
3. The Tenderer is capable of executing and completing the work as required in the tender and is financially solvent and sound to execute the tendered work. The Tenderer is sufficiently experienced, have all requisite expertise, knowhow and competent to perform the contract to the satisfaction of ASRB. The Tenderer gives the assurance to execute the tendered work as per specifications, terms and conditions of the tender on award of work.
4. The Tenderer has no collusion with other Tenderers, any employee of ASRB or with any other person or firm in the preparation of the tender.
5. The tenderer has not been influenced by any statement or promises by ASRB or any of its employees but only by the tender document.
6. The Tenderer has never been debarred / black listed from similar type of work by any Government undertaking /Department.
7. The Tenderer accepts that the earnest money may be absolutely forfeited by ASRB if the Tenderer fails to sign the contract or to undertake the work within stipulated time.
8. This offer shall remain valid for acceptance for 4 (four) months from the proposed date of opening of the Technical Bid.
9. All the information and the statements submitted with the tender are true.
10. The tenderer accepts all terms and conditions of this tender documents without any conditions and the same will form part of the service agreement between the parties.

(Signature of Tenderer with seal)

11.2 PRE-BID QUERIES

(To be submitted by e-mail to usga@asrb.org.in with subject line as "RFP/IT/Pre-Bid Query")

To,

The Secretary
Agricultural Scientist Recruitment Board
Krishi Anusandhaan Bhawan-I, Pusa, New Delhi-12

Subject: RFP/Pre-Bid Query

Dear Sir,

With reference to the above, we hereby submit the following query/suggestion for your consideration as deemed fit.

Company Information:

Organisation's Name	
Office Address	
Telephone	
Fax	
Email	

Contact Person's Information:

	Primary Contact	Alternate Contact
Name		
Designation		
Telephone No.		
Fax		
Email		
Mobile No.		

Query/suggestions(s):

S. No.	Section/ Para/ Page Reference	Existing Text	Query / Suggestion

Thanking you.
Yours faithfully,

Name& Designation

11.3 PART A: EARNEST MONEY DEPOSIT (EMD)

(To be submitted on Company Letterhead)

Date: DD/MM/YYYY

To,

The Secretary
Agricultural Scientist Recruitment Board
Krishi Anusandhaan Bhawan-I, Pusa, New Delhi-110012

Subject: Submission of Part A of the Bid-EMD and LETTER OF AUTHORISATION

Dear Sir,

1. With reference to the above, we hereby submit Part A of the Bid and furnish below the desired details.
2. Information of Bidding Organization

a.	Organisation's Name	
b.	Office Address	
c.	Telephone	
d.	Fax	
e.	Email	

5. Contact Person's Information

	Primary	Alternate
a. Name		
b. Designation		
c. Telephone No.		
d. Fax		
e. Email		
f. Mobile No.		

6. We enclose herewith a demand draft of INR 2,000/- (INR Two thousand only) towards the cost of RFP document as per the following details:

Demand draft No	
Dated	
Drawn on Bank	
Branch	

7. *We enclose herewith a Demand Draft/Bank Guarantee for Rs.1,50,000/- (Rs. One lakh Fifty Thousand only) as Earnest Money Deposit in support of the Bid as per the conditions of the RFP. The details of the EMD are given below:

or

*We are exempted from Earnest/money deposit being MSE having valid registration for the similar work.

(*strike out whichever is not applicable)

Demand Draft No. / Bank Guarantee No.	
Dated	
Drawn on Bank	
Branch	

8. We are also enclosing a Letter of Authorization (on company's letter head in Section**11.4**) duly signed by Mr. _____ Director/Company Secretary authorizing the undersigned to submit the bid and sign all documents and other correspondence.

9. We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

10. Part B – Pre-Qualification Bid, Part C – Technical Bid and Part D – Financial Bid have been submitted separately.

Yours faithfully,

(Authorized Signatory)

Name, Designation Company Seal

11.4 LETTER OF AUTHORISATION

(To be submitted on Company Letter head)

Date: DD/MM/YYYY

To,

The Secretary
Agricultural Scientists Recruitment Board
Krishi Anusandhan Bhawan-I
Pusa, New Delhi-110012

Dear Sir,

I <<Name>> certify that I am <<Designation>> of M/S<<Company Name>>a company registered under the Indian Companies Act and I authorize Mr. _____ who is working as _____ in this company to sign and submit the bid and all related documents and correspondence with ASRB thereby binding this Company by authority of its governing body.

Yours faithfully,

(Authorized Signatory)

Name, Designation & Company Seal

Phone No.: _____

Mobile No.: _____

11.5 PART B: PRE-QUALIFICATION BID

(To be submitted on Company Letter head)

Date: DD/MM/YYYY

To,

The Secretary
Agricultural Scientist Recruitment Board
Krishi Anusandhan Bhawan-I
Pusa, New Delhi-110012

Subject: Submission of Part B of the Bid-PRE-QUALIFICATION BID

Dear Sir,

With reference to the above, we hereby submit Part B of the Bid and furnish the following information in support of our being a qualified bidder:

Financials of the Company:

Year	Turnover (in Rs. Crore)	Closing Worth (in Rs. Crore)	Net Rs.
2014-15			
2015-16			
2016-17			
2017-18			

Number of full time technically qualified (Engineering graduates, MCAs or equivalent) employees on our company rolls:

Following documents are enclosed:

S. No.	Information / Document
1.	Certificate of incorporation issued by Registrar of Companies
2. (a)	Annual report for financial year 2014 – 2015
(b)	Annual report for financial year 2015 – 2016
(c)	Annual report for financial year 2016-2017
(d)	Annual report for financial year 2017-2018
3. (a)	ISO 9001:2008 Certificate.
(b)	ISO 27001:2013 Certificate.
4.	Documentary proof of having an office in NCR region.
5.	Self-Certificate regarding number of full-time technically qualified employees
6.	Experience details of implementation of similar projects in 11.8 along with Certificates from the clients
7.	Scanned copy of affidavit confirming that the bidding company, its affiliates or subsidiaries, proposed to be engaged for this project has not been blacklisted by any Central/State government / Public Sector Undertaking as on the date of bid submission.

8. (a)	EPFO /ESIC registration certificate
(b)	PAN card
(c)	Service Tax registration certificate/GST Registration whichever is applicable
(d)	Sales tax / VAT registration certificate whichever is applicable
9.	Audited financial statements for the latest available three financial years ending 31 st March 2018.

We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

It is hereby confirmed that I/We are entitled and authorized to act on behalf of our company and empowered to sign this document as well as such other documents as may be required in this connection.

Besides, Part A – EMD and Letter of Authorization, Part C – Technical Bid and Part D – Financial Bid have been submitted online separately, besides hardcopies deposited with ASRB office, except that of Financial Bid.

Yours faithfully,

(Authorized Signatory)
Name & Designation

11.6 PART C: TECHNICAL BID

(To be submitted by bidder on Company Letter Head)

Date: DD/MM/YYYY

To,

The Secretary
Agricultural Scientist Recruitment Board
Krishi Anusandhan Bhawan-I
Pusa, New Delhi-110012

Subject: Submission of Part C of the Bid – TECHNICAL BID

Dear Sir,

We have carefully and completely examined the RFP document referred to above. We offer to provide the Related Services as set out in the scope of work of the RFP. We hereby furnish the turnover from IT Implementation Operation in India of our Company:

Year	Turnover from IT Implementation Operations in India (in Rs. Crore)
2013-14	
2014-15	
2015-16	
2016-17	
2017-18	

Accordingly we hereby submit Part C of the Bid and enclose the following sequential details required as per the RFP as a part of our Technical Bid:

S. No.	Information/Document
1.	Bidder's background
2.	Certificate from practicing Chartered Accountant confirming turnover from IT Implementation operations of latest three financial years ending 31 st march 2018.
3.	Details of experience along with citations and client certificates. (11.8)
4.	Bidder's understanding of ASRB's requirements
5.	Security Architecture
6.	Application credentials
7.	Exit Plan
8.	Proposed team structure and size (11.9)
9.	Resume of key employees proposed to be deployed in the project (11.10)
10.	Declaration of No Conflict of Interest (11.11)

We undertake, if our Bid is accepted, to adhere to the scope of work put forward in the RFP or such adjusted scope as may subsequently be mutually agreed upon between us and ASRB or its appointed representatives we shall furnish a performance bank guarantee valid for a period covering the contract in the prescribed format for an amount equal to 10% of the total Contract Price for the due performance of the Contract.

Our Bid shall be valid for a period of 120 days from the last date fixed for Bid submission and shall remain binding upon us.

Our Company, its affiliates or subsidiaries, including any subcontractors for any part of the Contract, has not been declared ineligible by ASRB.

This Bid, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us until a formal contract is prepared and executed.

We agree that you are not bound to accept lowest or any Bid you may receive.

We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid without assigning any reason whatsoever.

We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

It is hereby confirmed that I/We are entitled and authorized to act on behalf of our company and empowered to sign this document as well as such other documents which may be required in this connection.

Besides, Part A – EMD and Letter of Authorization, Part B – Pre-Qualification Bid and Part D – Financial Bid have been submitted online separately.

Yours faithfully,

(Authorized Signatory)

Name & Designation

11.7 PART D: FINANCIAL BID

(To be submitted online on CPP Portal)

Date: DD/MM/YYYY

To,

The Secretary
Agricultural Scientist Recruitment Board
Krishi Anusandhan Bhawan-I
Pusa, New Delhi-110012

Subject: Submission of Part D of the Bid - FINANCIAL BID ONLINE ON CPP PORTAL

Dear Sir,

We have carefully and completely examined the RFP document referred to above. Further to the bid (Part A- EMD, Part B- Pre-qualification Bid and Part C- Technical Bid) submitted by us, we hereby submit Part D of the Bid.

We quote below the following prices for consideration.

S. No.	Item	Rate (INR)- Excluding GST/Taxes
A.	Maintenance of all hardware and software of ASRB Data centre, Disaster recovery centre at given under 5.1.	

Explanation-II: Price preference to Micro and Small Enterprises (MSEs) shall be allowed as notified in the procurement policy of the Govt. of India provided such SMEs provide proof of their being registered as SMEs (indicating the terminal validity date of their registration) for the tendered items i.e. Operation and Maintenance of Online Examination facility.

We are in conformance to all the requirements of the RFP and unconditionally accept all terms and conditions of the said RFP.

We accept that no extra or additional payment will be made by ASRB in terms of any expense, whatsoever, to keep the system environment up and running.

It is hereby confirmed that I/We are entitled and authorized to act on behalf of our company and empowered to sign this document as well as such other documents which may be required in this connection.

Yours faithfully,

The prices as quoted above are valid for entire period of three years of the contract.

(Authorized Signatory)

Name & Designation

Certified that:

11.8 PROJECT EXPERIENCE

Notes:

1. Only those projects will qualify for marking for which date of completion lies between 01/10/2012 to 31/03/2018.
2. Marks will be awarded only for those projects which include providing O&M support/hardware & software maintenance.
3. A maximum of 10 projects to be included. Please provide summary of such projects as under:-

Project Experience Details

For each project mentioned in the above table, please furnish details in a separate sheet as per the format given below:

PROJECT NO.	
Client company name and address	
Client contact person name and contact details	
Client industry/profession	
Brief Project Title	
Brief Scope of the project	
Value of the assignment in Rupees	
Completion Date	
Was the assignment satisfactorily completed	
Client certificate attached? (Yes/No)	

Each work details should be accompanied by a certificate from the client on their letter head confirming work details, date of completion and value of project,. The bidder may submit copies of Work Order and Completion certificates in lieu of required certificate, provided all necessary details are available in these documents.

11.9 THE TEAM PERSONNEL

The details of the team that would be deployed :

S. No	Name of Team Member and Position	Educational / Professional Qualification	Experience of similar Assignment (years)	Task to be performed in the project	Full-time / Part-time (%)	Likely term of deployment (Months)
MAINTENANCE & SUPPORT STAFF						

Note:

1. Write 100% for full-time and appropriate percent for part-time.
2. C.V. of five team members who will spend the longest duration of time for operation and maintenance of the system.

11.10 FORMAT OF CURRICULUM VITAE

1.	Name & Designation		
2.	Proposed Position/Role in the Project:		
3.	Date of Birth:		4. Nationality:
5.	Educational / Professional Qualification:		
	Year	Degree/Examination	Institute/Board
6.	Membership of Professional Bodies/ Associations:		
7.	Other Trainings undergone:		
8.	Employment Record:		
	From – To	Position held & Name of Employer	Nature of Duties
11.	Works undertaken that best illustrates capability to handle the tasks assigned:		

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful false statement given herein may lead to my disqualification from the work assignment.

Signature of the Employee

Date

Place

11.11 DECLARATION OF NO CONFLICT OF INTEREST

(To be submitted on Company Letterhead)

Date: DD/MM/YYYY

To,

ADDRESS

Subject: Conflict of Interest

Dear Sir,

We hereby certify and confirm that we have no conflict of interest as defined in Section 6.3 of the RFP.

We fully understand that if ASRB comes to know about any such situation at any time, it may lead to our disqualification.

Yours faithfully,

(Authorized Signatory)

Name & Designation

11.12 FORMAT FOR BANK GUARANTEE

Date: DD/MM/YYYY

Ref:

To

The Secretary
ASRB, New Delhi

Whereas M/S _____ (hereinafter called 'the Bidder') has submitted its bid dated _____ for RFP No: _____ ASRB for the Operation & Maintenance of Data Centre at ASRB, New Delhi and Disaster Recovery Centre at IARI, New Delhi for online Examination facility (hereinafter called "the Bid").

KNOW ALL people by these presents that We _____ of _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto Agricultural Scientists Recruitment Board (hereinafter called "the Purchaser") in the sum of Rs./- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assignees by these presents. Sealed with the Common Seal of this Guarantor this ____ day of _____, 2019 _____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder in the Bid Data Sheet; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity fails or refuses
 - a. To execute the Contract Form, if required; or
 - b. To furnish the Performance Security, in accordance with the instructions to Bidders;
 - c. To accept the correction of its bid by the Purchaser

We hereby unconditionally and irrevocably guarantee and undertake to pay to the Purchaser immediately without protest or demur and recourse to said bidder up to the above amount on receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser states that the amount claimed by it is due to it owing to the occurrence of any of the above conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including 60 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Name

In the capacity of

Signed

.....
.....

Duly authorized to sign the Bid Security for and on behalf of -----

Date

Place

(Bank's Common Seal)